

# Apply for Benefits

## Important Changes to Benefit Programs in Response to COVID-19

**Update:** May 5, 2020 – [Delaware Social Services Approved for Pandemic EBT to Feed Children During COVID-19 Emergency](#)

The Division of Social Services within Delaware Health and Social Services has changed the following benefit program rules to help protect the health and well-being of Delawareans during the COVID-19 coronavirus outbreak. This information will be updated as changes occur.

To limit the spread of COVID-19, clients are asked to contact the Division by phone or online.

- Call [1-866-843-7212](tel:1-866-843-7212) so we can serve you by phone.
  - Visit [Delaware ASSIST](#) to apply.
  - Please note, [walk-in access is suspended](#).
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## Benefit Renewals

Benefit renewal deadlines have been extended for 6 months for:

- Food Benefits/Supplemental Nutrition Assistance Program (SNAP)
- Child Care
- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)

Households that were scheduled to renew their benefits in April or May 2020 will receive a 6-month renewal extension. Households that are affected by this change will receive a

notice in the mail with their new renewal deadline. Households are NOT required to return a benefit renewal form or complete a renewal interview during the months of April or May 2020.

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## Food Benefits/Supplemental Nutrition Assistance Program (SNAP)

Update: May 5, 2020 – [Delaware Social Services Approved for Pandemic EBT to Feed Children During COVID-19 Emergency](#)

### EMERGENCY FOOD BENEFITS

Households with open SNAP cases may receive an emergency food benefit in March and April 2020. The emergency benefit will increase a household's current food benefit amount up to the maximum food benefit amount for their SNAP household size. The emergency benefit will be added to households' EBT cards on **April 30, 2020** and should be available the next day.

#### Emergency Food Benefit Calculation

*Maximum Food Benefit for SNAP Household Size – Current Food Benefit = Emergency Food Benefit*

<i><b>SNAP Household Size</b></i>	<i><b>Maximum Food Benefit Amount</b></i>
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1,018
8	\$1,164

Each additional member:	\$146
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***SNAP households that already receive the maximum food benefit amount for their SNAP household size or that have a prorated food benefit are not eligible for the emergency benefit.***

All SNAP households will receive their regular April food benefits on their normal issuance date.

#### **FOOD BENEFIT PERIODIC REPORTS**

SNAP households are NOT required to return a food benefit periodic report form during the months of April and May 2020.

#### **FOOD BENEFIT WORK REQUIREMENTS**

Food benefit work requirements are temporarily suspended. Individuals receiving food benefits may still voluntarily participate with the SNAP Employment and Training program for assistance with job search and employment preparation as long as the SNAP Employment and Training offices remain open.

#### **NEED HELP FINDING FOOD ASSISTANCE?**

- Contact **Delaware 2-1-1** by dialing 2-1-1 or [visit their website](#).
- **Find Department of Education Child Nutrition Sites.** [Delaware families may pick up meal bags for children 18 and under who live in their home.](#)

## **Unemployment**

**Update: May 11, 2020 – [How to Register for Pandemic Unemployment Assistance \(PUA\) Benefits, from Delaware Department of Labor](#)**

Apply for unemployment benefits on the [Delaware Department of Labor's website](#). Please review the [Frequently Asked Questions](#) before reaching out with questions. Due to overwhelming call

volume, please email questions to [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov).

## Frequently Asked Questions

### [How Do I File For Benefits Or Contact The Office With Questions?](#)

Workers should file for benefits on the Delaware Division of Unemployment Insurance website at <https://ui.delawareworks.com/>. The phone lines are extremely busy and the Delaware Department of Labor (DOL) is working to add employees. Email your questions to [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov) and please include your name and claim/confirmation number, if you have one. DOL has a Frequently Asked Questions flyer available via text – text uifacts to 555888, and available on their websites at [dol.delaware.gov](http://dol.delaware.gov) or [ui.delawareworks.com](http://ui.delawareworks.com). People can also call [302-761-8446](tel:302-761-8446) however, there is a longer than usual wait time to speak with a claims processor. For more information about the details around eligibility please see the [CARES Act FAQ's sheet](#) provided by Senator Tom Carper's office. [Sign up for weekly email Unemployment Updates for Delawareans](#). The email will also contain:

- Updates on UI claims processing procedures
- Links to employment resources
- Immediate employment opportunities for those affected by job loss due to the global pandemic

Visit [DOL on Facebook](#), where they are posting frequent videos and information about unemployment.

### [Are Claimants Required To Look For Work?](#)

Work search requirements will be waived during the state of emergency for claimants filing for benefits as a result of the coronavirus outbreak.

### [If An Employee Receives Unemployment Benefits As A Result Of A Coronavirus-related Business Shutdown,](#)

## **Will The Employer's Unemployment Taxes Increase?**

Unemployment benefits are proportionately charged to each employer based on weeks worked and wages earned in each individual's base period. Contributory employers could see an increase in their tax rate, which could result in higher taxes. Reimbursing employers would be charged dollar for dollar for benefits paid, which could result in higher than expected unemployment costs. Employers are able to apply for a rehire credit.

## **Is The Coronavirus Considered A Disaster, And Can I Receive Disaster Unemployment Assistance?**

If the president of the United States declares the coronavirus a national disaster, and if individuals experience a loss of work as a result, they may be eligible for unemployment benefits and/or Disaster Unemployment Assistance. If Delaware launches the Disaster Unemployment Assistance program the public will be notified.

## **Are Workers Required To Submit Medical Documentation If They Are Unemployed Due To Their Own Inability To Work Or The Need To Care For A Minor Child?**

In most cases, yes. However, the agency recognizes the burden placed on the health care industry during this time and will waive this requirement during the state of emergency

## **If An Employee Is Ill Because Of The Coronavirus And Unable To Work Or Cannot Work Because They Must Care For A Family Member Who Is Ill With The Coronavirus Will They Be Eligible For Unemployment Benefits? What If A Worker Must Stay Home To Care For A Child?**

Delaware will consider this employee temporarily laid off during the state of emergency. The employee should return to work as soon as they are released. If work is no longer available after the employee is released for work or the

employee fails to return to work the agency will make a new determination.

### **If An Employee Is In Quarantine Because Of Suspicion Of Having The Coronavirus Will They Be Eligible For Unemployment Benefits?**

Delaware would treat this situation as a temporary layoff. The employee should make every reasonable attempt to preserve their health so they are able to return to work once released.

### **Does Delaware Have A Waiting Week?**

Delaware no longer has a waiting week. Claimants should submit a weekly pay authorization the Sunday after a claim is filed and every week thereafter even if they have not yet received a payment.

### **Will Workers Qualify For Unemployment Benefits If The Coronavirus (Covid-19) Causes An Employer To Slow Down Or Cease Operations?**

Unemployment benefits are available to individuals who are unemployed through no fault of their own. If an employer must shut down operations and no work is available, individuals may be eligible for unemployment benefits if they meet the monetary criteria. Employees who are working reduced hours may be eligible and must report their gross wages at the time they are earned, not paid. Delaware makes no distinction between part time and full time employees who are completely unemployed.

### **Congress passed new legislation to expand unemployment benefits. What does this legislation do and when will benefits be available?**

The Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES Act) includes three key programs for workers affected by the Coronavirus. Federal Pandemic Unemployment Compensation (FPUC) Will provide an additional \$600 to claimant's weekly

benefits. This added benefit is actively being disbursed for regular unemployment insurance benefit claims. **Pandemic Emergency Unemployment Compensation (PEUC)** Provides workers with up to 13 weeks for claims opened after July 1, 2019. Press Release: [Delaware Department of Labor Releases Guidelines on 13 Week Extension of Unemployment Benefits](#) **Pandemic Unemployment Assistance (PUA)** Provides unemployment assistance to independent contractors, self-employed individuals, and religious/faith-based organizations affected by the coronavirus. Individuals requesting PUA will be able to apply for benefits beginning the week of May 11th, 2020.

### **What do self-employed, independent contractors, "gig," 1099 workers need to do to file for unemployment?**

The Delaware Division of Unemployment Insurance is currently implementing a new system where claimants will be able to **apply the week of May 11, 2020**. DOL will be providing additional information as soon as possible. Visit the DOL website for updates at [dol.delaware.gov](http://dol.delaware.gov). In the meantime, collect the following information and get it ready to submit once the system is implemented: Gather the **Proper Documents**:

- Driver's license or state issued identification
- State of Delaware business license number (if applicable) [find your business license number on the Division of Revenue's website](#)

Your **Earnings Records for 2019**, which include (if applicable):

- Tax returns
  - Last year's income tax statement or quarterly earnings statement
- 1099 forms
- Pay stubs
- Bank statements
- W2

### **Gather Information:**

- Social security number or ITIN

- If you are not a citizen of the United States, your A Number (USCIS Number)
  - Your residential address
  - Your mailing address (if different from residential address)
  - Your telephone number
  - Your email address
  - Your date of birth
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- If you want to use direct deposit for payment, your bank account and routing numbers. All others will receive payment via debit card.

### **I have exhausted my unemployment claim, are there extensions?**

If your benefits exhausted or expired between the dates of **July 1, 2019** and **Saturday, April 18, 2020**, you will need to apply for the 13-week extension after 8:00 AM on Sunday April 19, 2020 by visiting [ui.delawareworks.com](https://ui.delawareworks.com) and completing an application for benefits. If you are **currently receiving unemployment insurance benefits and they will not exhaust or expire until after Sunday April 19, 2020**, you do not have to take any action. When your current benefits have been exhausted, your additional 13-week extension will automatically begin.

### **How much will my Unemployment Insurance benefits be? I receive most of my income from tips, am I eligible for Unemployment Claims?**

The maximum weekly benefit amount (WBA) in Delaware is **\$400 per week**. An individual's benefit amount is determined by wages reported by your employer in the base period. You can make up to 50% of your weekly benefit and still qualify for your full benefit amount. Please refer to the [claimant handbook](#) for the Unemployment Insurance benefit amount calculation. **The Federal Pandemic Unemployment Compensation (FPUC) will provide an additional \$600 to claimant's weekly benefits, which is an added benefit disbursement for regular**



unemployment insurance benefit claims.

### **How long will it take to receive my benefits?**

The Delaware Department of Labor makes every effort to pay eligible claims within 10-14 days due to the current circumstance. This is pending all information received is accurate and timely. If you have specific questions about your claim, please visit [ui.delawareworks.com](https://ui.delawareworks.com) or send an email to: [uiclaims@delaware.gov](mailto:uiclaims@delaware.gov) for more information. To check on the status of your benefits, call the hotline. The hotline will let claimants know if a payment was made. The Information Hotline, at (800) 794-3032 or (302) 761-6576 is available 7 days a week, 24 hours per day.

Find a job hiring now during this crisis on [Delaware Job Link](#).

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## **Medicaid**

*Medicaid in Delaware is managed by the [Division of Medicaid and Medical Assistance](#).*

**Screen for and apply for benefits online at Delaware ASSIST** or call 1-800-372-2022 to make an appointment.

### **Other Contacts**

Health Benefit Manager: 1-800-996-9969

Managed Care Member Service:

- Highmark Health Options: 1-844-325-6251
- AmeriHealth Caritas Delaware: 1-844-211-0966

**Long-Term Care Medicaid:** [apply using Delaware ASSIST](#) or call 1-866-940-8963.

[Find Medicaid policies related to COVID-19.](#)

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# Child Care

## EMERGENCY CHILD CARE SITES

Starting on April 6, 2020 and continuing until the State of Emergency is lifted, child care can only be provided by Delaware child care facilities that have been designated as [“Emergency Child Care Sites”](#) by the Department of Services for Children, Youth and Their Families (DSCYF).

Beginning April 6, 2020, only employees at essential businesses who are unable to work from home can use child care services at a Delaware child care facility. Essential employees must verify to their child care providers that they qualify as essential and cannot work from home.

## PROVIDER PAYMENTS – PURCHASE OF CARE (POC)

- POC providers who remain open as a designated Emergency Child Care Site will continue to receive payment based on February 2020 enrollment at the normal rate of pay.
- POC providers who close and agree to fully pay 100% of staff will continue to receive 100% payment for POC licensed slots filled at the time of closing and receive 70% of the weighted average of Infant/Toddler/All Other/School Age for vacant POC slots at the time of closing. Calculations are based on licensed capacity.
- POC providers who close and do NOT fully pay 100% of staff will receive 20% payment for POC licensed slots filled at the time of closing and receive 20% of 70% of the weighted average of Infant/Toddler/All Other/School Age for vacant POC slots at the time of closing. Calculations are based on licensed capacity.

## CHILD CARE RESOURCES

- Find information, and **search for Emergency Providers**, [on the Child Care page](#).
- Contact **Children and Families First** at [1-800-734-2388](tel:1-800-734-2388) or

[visit their website.](#)

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## Cash Assistance

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) & GENERAL ASSISTANCE (GA)

#### EMERGENCY CASH BENEFITS

Households with open TANF and GA cases may receive an emergency cash benefit in April 2020. The emergency benefit will increase a household's current TANF or GA benefit amount up to the maximum benefit amount for their TANF or GA household size. The emergency benefit will be issued as a check to TANF and GA households on April 30, 2020.

#### Emergency Cash Benefit Calculation

*Maximum Cash Benefit for TANF/GA Household Size – Current Cash Benefit = Emergency Cash Benefit*

<i><b>TANF Household Size</b></i>	<i><b>Maximum TANF Benefit Amount</b></i>
1	\$201
2	\$270
3	\$338
4	\$407
5	\$475
6	\$544
7	\$612
8	\$681
9	\$750
10	\$819

<i><b>GA Household Size</b></i>	<i><b>Maximum GA Benefit Amount</b></i>
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1	\$79
2	\$107
3	\$144
4	\$169
5	\$209
6	\$239

***TANF and GA households that already receive the maximum benefit amount for their TANF or GA household size or that have a prorated TANF or GA check are not eligible for the emergency benefit.***

All TANF and GA households will receive their regular April checks on their normal issuance date.

#### **TANF EMPLOYMENT AND TRAINING REQUIREMENTS**

TANF Employment and Training requirements are temporarily suspended. Individuals receiving TANF may still voluntarily participate with the TANF Employment and Training program for assistance with job search and employment preparation as long as the TANF Employment and Training offices remain open.

#### **TIME LIMITS, SANCTIONS, AND EXEMPTIONS**

- TANF time limit rules are temporarily suspended until after August 31, 2020. TANF benefits will not expire and TANF months will not count during this time period.
  - TANF sanction rules are temporarily suspended until after August 31, 2020. TANF cases will not be sanctioned during this time period.
  - TANF and GA clients who have a medical exemption set to expire between March and August 2020 will have their exemption automatically extended until August 31, 2020.
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